



2021 WABL Coach Feedback Survey Summary

Dear coaches

Most of you would be aware that we sent out a [coach feedback survey](#) to parents at the end of the season. There were two main reasons for this survey:

1. To enable parents to feel like they've had an opportunity to voice any concerns they might have not felt able to voice during the season
2. To identify areas of focus for our coaches going forward

With over 50% of our parents responding, this gives us confidence that the feedback is a good reflection of what's happening in our WABL program.

How will we use the information gathered in this survey?

For questions where multiple parents in your team have provided the same piece of feedback and/or rating that is not a 4 or 5 rating, we will alert you to that feedback and highlight it as an area of focus for next season.

In situations where a piece of feedback from one or two parents is at odds with that provided by other parents in the team, we are not able to alert you to this as the feedback has been provided confidentially. In most cases, however, the feedback provided is something you are (and we were) already aware of as the parent has already reached out to you/us directly and discussions have been had.

The following pages contain a summary of the ratings received for each of the 8 questions across our entire coaching group (30 coaches). A 'parent version' of this summary will be circulated today (that is different to your summary). The commentary on the parent summary aims to:

1. Share the results with them (as we are very proud of what the results say about our program)
2. Share our takeaways and what our points of emphasis will be in coming seasons
3. Educate parents about the role they play in the team and WABL program ecosystem

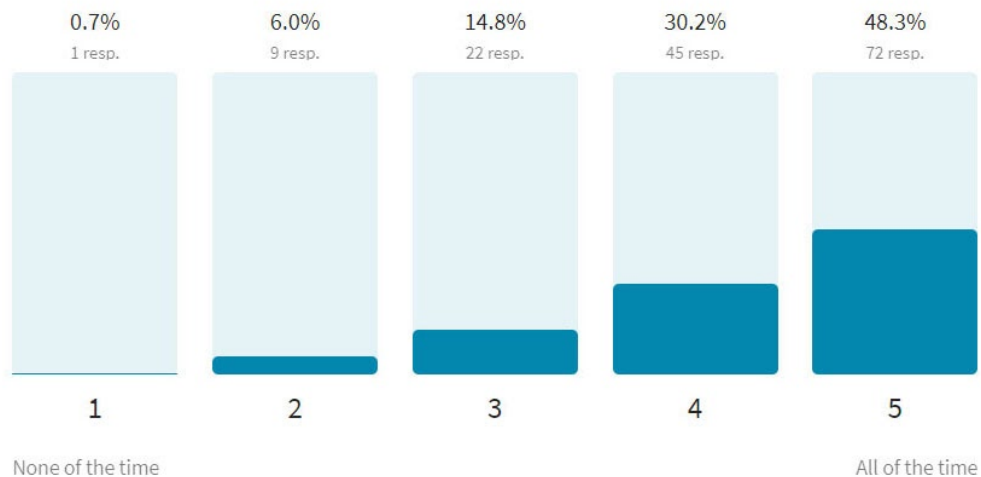
Coaches, we are extremely proud of the results of this survey.

As a collective, you have received an average rating of 4.13 out of 5 across the 8 areas covered by the survey.

This is a reflection of your dedication as individuals, as well as the way you have bought into our club's values and goals as a group. **We hugely appreciate your efforts in this regard** and look forward to formally acknowledging those efforts at the WABL Breakfast.

Question 1: Do you feel your coach offered structured training sessions that taught excellent team play?

4.2 Average rating



Our takeaway:

This is an area that parents are not super-qualified to provide feedback on. And probably the questions should have been worded differently (to remove the focus on 'excellent team play').

But ultimately, parents were happy across the board with how all our coaches ran training.

Comments from parents about what they felt constituted a good training session was:

- Well-run drills where players were corrected if they were doing something wrong (rather than just left to run through the drill without any real observation from the coach)
- No long periods of talking/verbal instruction
- Good discipline of any players who were mucking around
- A mix of individual skill training and team structures

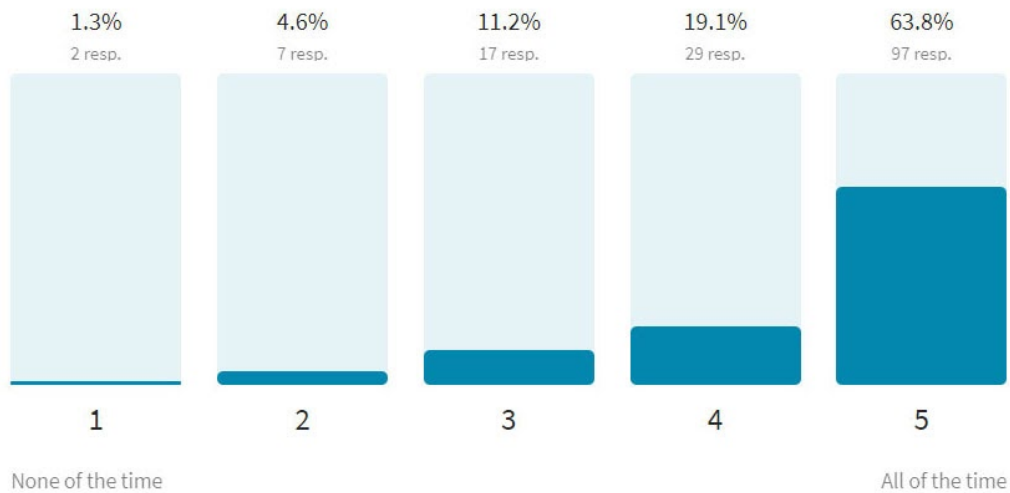
We feel all of you did this well.

We know many of you would love two sessions a week as it would allow you to expand your areas of focus. But our current court availability just doesn't allow for that right now :(

But we are working very hard to solve this problem for the future.

Question 2: Do you feel your coach had good game-day preparation (arrived early, came with a plan for the game, brought the players together pre-game, ran the warm-up well etc)

4.4 Average rating



Our takeaway:

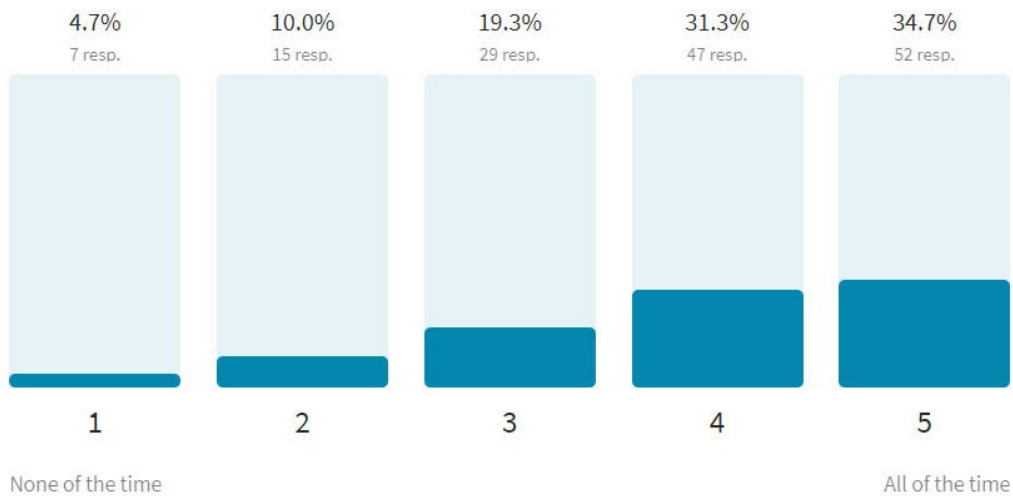
This was an area in which our coaches received one of the highest ratings across the board.

It is our expectation that our coaches arrive half an hour early before games, engage with their players before the game and prepare them well mentally and physically to hit the court ready to go.

It was pleasing to hear that all of you are doing this really well.

Question 3: Do you feel your coach was able to make appropriate in-game adjustments when things weren't going according to plan?

3.8 Average rating



Our takeaway:

This is one of two areas in which our coaching group received their lowest rating.

And it was important we asked parents this question (even though most of them are not qualified to make a judgement in this regard!) as it has now allowed us to educate them on the difficulties inherent in this.

Our club line to our parents was one of education.

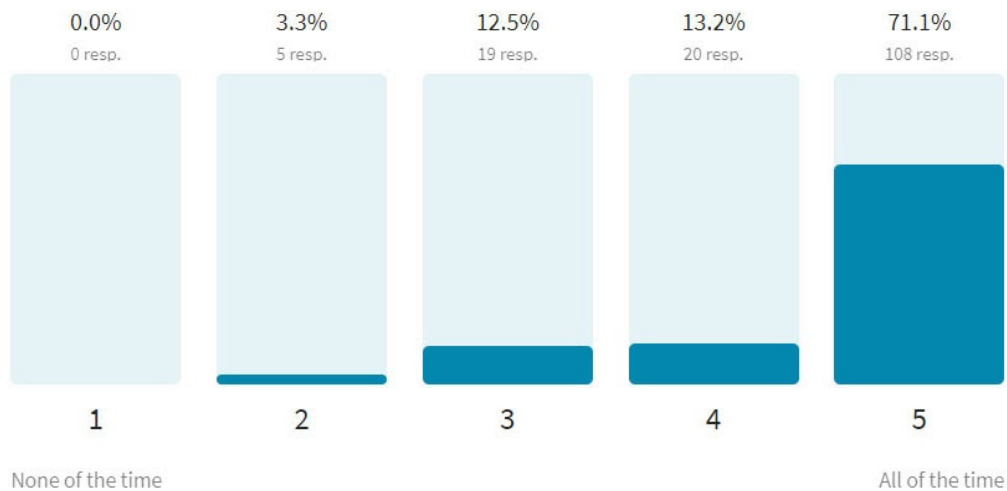
Our club line to you, our coaches, is that the main ways to develop this skill are:

1. To spend many years coaching and trying things that may or may not work
2. To observe other coaches in action and mine them for information about why they did/didn't do things
3. To have a more experienced coach sitting with you on your bench during games and assisting you.

With regard to Point 3 above, we have both our NBL1 coaches, Lyndon and other experienced coaches like Nik Lackovic who are always happy to join you on your bench if their schedule permits it. So please continue to make use of those resources going forward.

Question 4: Do you feel your coach showed appropriate respect to score bench officials, opposition team coaches and referees?

4.5 Average rating



Our takeaway:

This was the area in which our coaching group received their highest rating across the board and this has really made our hearts sing.

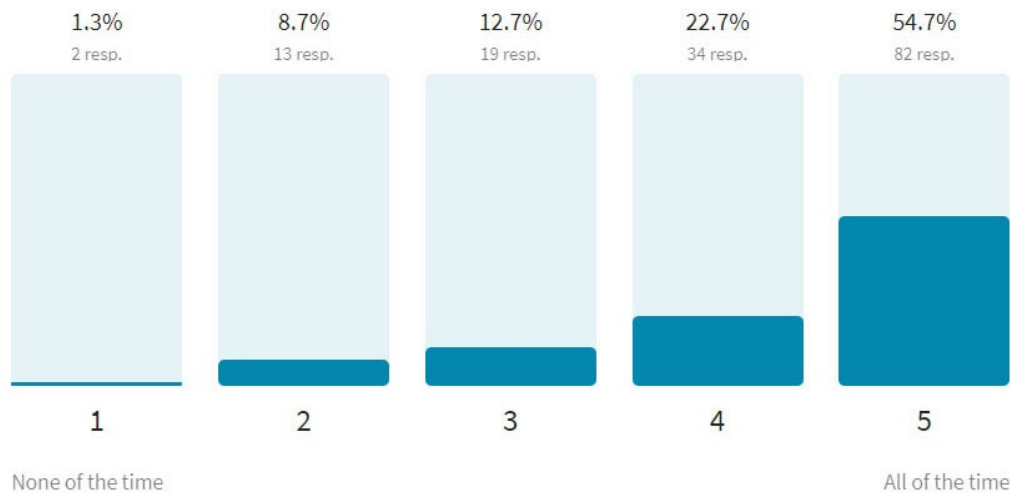
It is incredibly important to us that our club is known for being respectful to everyone in the arena of play, but most importantly, officials.

We have some new coaches joining us next season and some of the feedback from those coaches as to why they wish to coach for Redbacks has been, 'I have always enjoyed coaching against Redbacks teams because your coaches are respectful and the games are played in the right spirit.'

Safe to say, we are very proud of this rating but will continue to push you, our coaching group to get more responses into that '5' area next season.

Question 5: Do you feel your coach communicated well with their players (did their players know what was expected of them and feel comfortable seeking feedback)?

4.2 Average rating



Our takeaway:

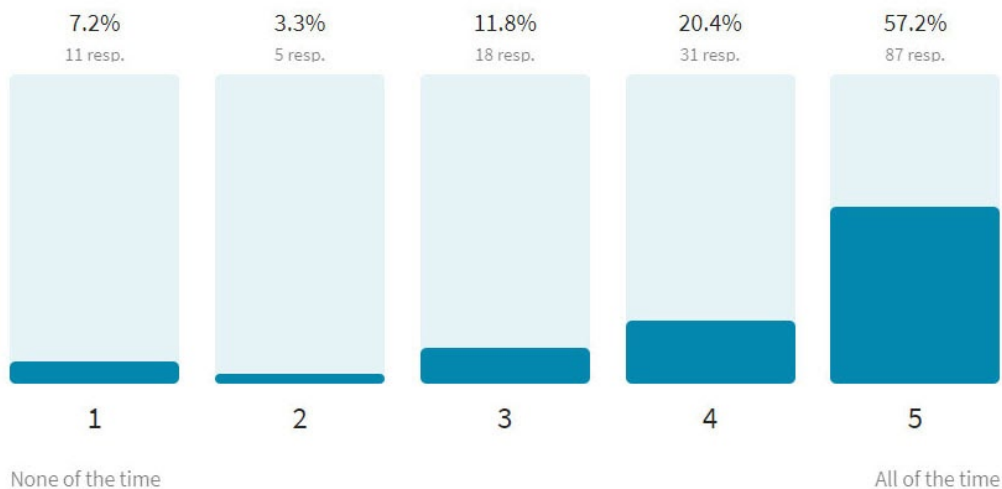
We are quite happy with this rating given that within every team, our coaches are dealing with 10 individuals who have 10 different sets of expectations, goals, personalities, levels of emotional maturity, resilience and life challenges.

That said, exceptional communication skills are one of the biggest parts of modern-day coaching.

This has been a key focus for our program in 2021 and will continue to be a major focus in 2022 and beyond.

Question 6: Did you feel they treated all players equitably and sensitively?

4.2 Average rating



Our takeaway:

It is hard to overcome the fact that the players receiving the most court time will feel more appreciated and valued by their coach than the players receiving the least amount of court time.

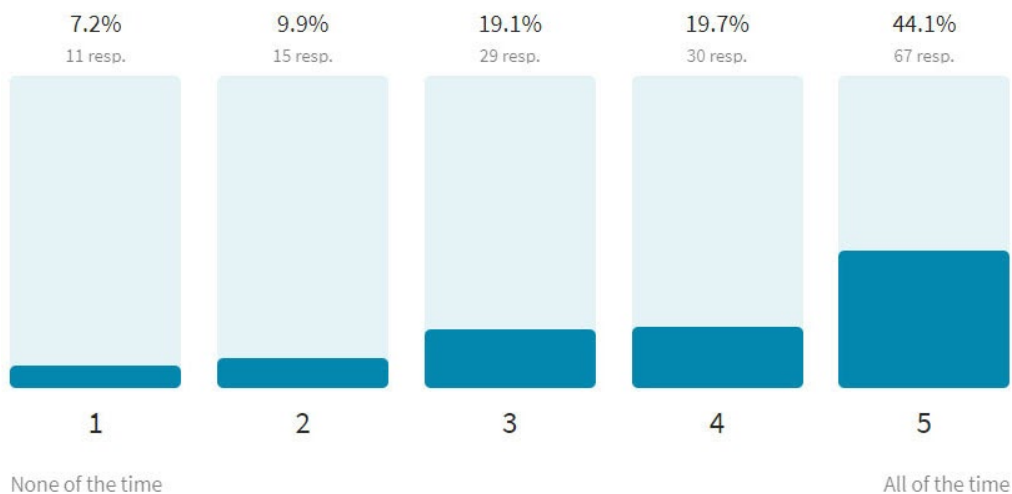
It is also hard to overcome the fact that sometimes, no matter how hard you try, there are players who will frustrate you and who you will find it hard to truly connect with and build trust with.

The above results suggest that generally speaking, you are all handling these tricky situations pretty well.

Feeling valued and appreciated is really important to the great basketball experience we are trying to provide to every player, however. So if you are having trouble connecting/getting through to certain players, please do reach out to us for assistance.

Question 7: Did you feel they appropriately disciplined players who stepped outside team rules and values?

3.8 Average rating



Our takeaway:

At the beginning of this season, we highlighted this as a major source of frustration for parents.

Parents don't like it when it seems certain players are allowed to get away with emotional or poor behaviour on court, while others are not. They especially don't like seeing the better players able to behave in a way that players lower down the bench aren't.

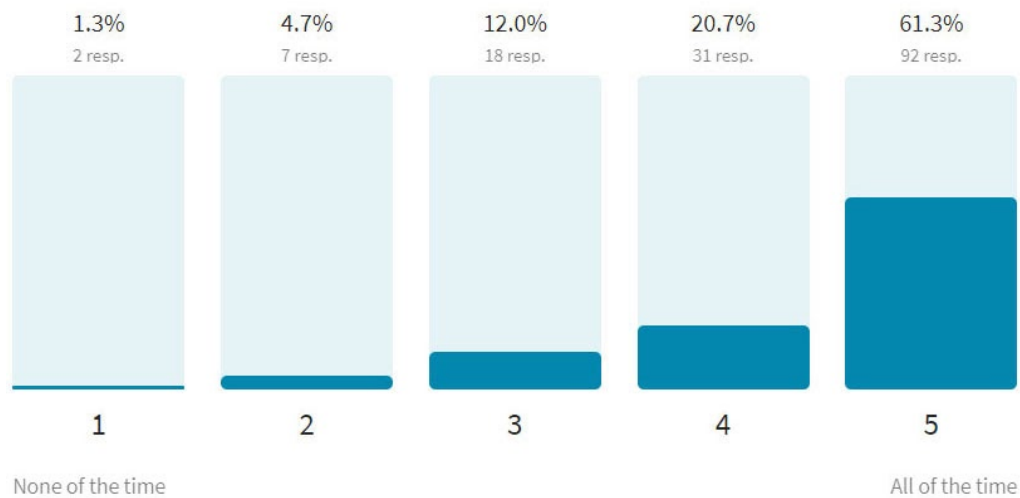
Parents also found themselves frustrated by observed poor behaviour at training from certain players, and a perceived inability of the coach to rein that behaviour in.

Some of you find it really easy to set and maintain strong behavioural boundaries. Some of you get frustrated at having to spend a lot of your time at training setting and maintaining those boundaries and wish your players (and their parents) would take a little more personal responsibility rather than outsourcing that responsibility to you all the time.

Ultimately, this is an area of extreme vexation for parents and one that affects everyone's experience (coaches, players and parents). So it's an area we intend to provide some training around ahead of the 2022 season.

Question 8: Did you feel they were able to keep winning in perspective?

4.4 Average rating



Our takeaway:

It is important to keep winning in perspective given the varying levels of talent within teams, grading outcomes, injuries and other challenges.

So it was great to hear from our parents that they felt you were all able to do this really well.

We were also pleased to hear (from parents) that many of you, despite having a 'losing season' with regards to wins and losses, still managed to create a 'winning environment' in your team by focusing on winning quarters or hitting internal team goals during the course of games.